

## **Cancellations, transfers and substitutions policy**

We regret that we are not able to offer any refund if you want to cancel your place on a course or fail to start, however companies may substitute the original delegate with another person at no extra charge. Written notification is required to substitute a delegate.

Written notification is required to transfer a booking to another course. Bookings can be transferred without charge when notification is received 31 days or more prior to the start date of the originally booked course. Where notification is received within 15-30 days (inclusive) of the start date of the original booked course, a once-only transfer is allowed with a 25% charge based on the original fee. The transfer charge will be 50% where notification is received within 1-14 days (inclusive) on the course date. If that transfer is cancelled or changed at any time, the full course fee remains payable. All late bookings, first confirmed within 30 days of the course date, will be subject to normal cancellation and transfer terms and conditions.

<b>Number of days notice</b>	<b>% of course fee payable on cancellation</b>	<b>Transfer fee</b>
31+	100%	Free
15-30 days	100%	25% of original fee
1-14 days	100%	50% of original fee

Bedford College reserves the right to make amendments to the course dates, fees or other details, and to make cancellations or changes if numbers are insufficient. In the unfortunate situation that we have to cancel a course, we will refund your fees in full.